Questions and Answers

What are the challenges with the current system?

• Consumers must seek each service separately.

• Individuals must start from scratch every time they connect with a new agency or organization – repeatedly providing detailed information on their needs, financial status, health and medical issues, insurance and support networks.

• Professionals must spend hours gathering information already on file elsewhere.

• Care managers have no way to quickly determine eligibility, affordability and availability.

• Professionals must spend hours following-up on referrals to track clients' enrollment and progress.

• Multiple providers separately report on the same individual, which can provide an unrealistic picture of community needs.

How is the Community-based Coordinated Services System better?

• Clients benefit from a No Wrong Door approach – they're assured of access to all the information and services available to them, regardless of where they begin seeking help.

• A full client profile only needs to be collected once – from that point on, it is secured in the HIPAA-compliant shared client database, available only to authorized users with demonstrated a need-to-know.

• The comprehensive SeniorNavigator service provider database links with the client database, allowing professionals to quickly determine which services an individual is eligible for and whether there are openings.

• Clients can receive an e-referral and their care managers can track whether they followed-up, if placement was successful and whether any additional services are needed.

• The secured databases are available anytime, anywhere to authorized users, via Web-based technology.

Why is Virginia uniquely prepared to implement this system?

• Uniform Assessment Instrument (UAI): Virginia already has developed and implemented a single tool to ensure that all providers across agencies use uniform terminology and definitions in their needs assessments.

• SeniorNavigator: SeniorNavigator, a comprehensive database of more than 19,000 public and private services, is a comprehensive resource for professionals to identify best matches based on clients' needs assessments.

• Public/Private Approach: Public and private partnerships on the state and local level are providing an ideal platform for building provider-to-provider information sharing and the smooth transition from a paper-based to a technology-based system.

How will confidentiality be secured?

- The system is fully HIPAA compliant.

- Locked access prevents unauthorized use.

- Need-to-know safeguards ensure that a specific agency or service provider has access only to the information necessary to serve that client – and nothing more.

- Clients choose whether or not to have their information shared.

- Multiple security layers and protocols ensure that the entire client database is secure.

- The system has equipment redundancy, backup power and communications systems, three-tier architecture and a sophisticated password control system.

Where will it be piloted?

The Virginia pilot communities include:

- **Peninsula** – Newport News, Hampton, Williamsburg, Poquoson, James City County and York County. The lead agency for this pilot is Peninsula Agency on Aging.

- **Central Shenandoah** – Augusta, Bath, Highland, Rockbridge and Rockingham and the cities of Buena Vista, Harrisonburg, Lexington, Staunton and Waynesboro. The lead agency for this pilot is Valley Program for Aging Services, Inc.

- **Greater Richmond** – Charles City, Chesterfield, Goochland, Hanover, Henrico, New Kent, Powhatan, and Richmond. The lead agency for this pilot is Senior Connections, The Capital Area Agency on Aging.

Who is funding it?

Initial funding for this important initiative has been provided by Dominion, the U.S. Administration on Aging and the Centers for Medicare and Medicaid Services, local governments and Virginia community partners.

When will it be operational?

- The target date for the first three pilot communities to be fully operational is July 2006.
- Three more communities will be operational by July 2007.
- An additional three communities will be operational by July 2008.
- The system will be ready for replication in all communities across Virginia by July 2008.

Who is driving it?

The Community-based Coordinated Services System is a collaborative public/private partnership between the Commonwealth of Virginia and its agencies, SeniorNavigator, Peninsula Agency on Aging, Senior Connections, The Capital Area Agency on Aging, Valley Program for Aging Services, Inc., the Commonwealth Council on Aging, the Virginia Association of Area Agencies on Aging, 2-1-1 Virginia, local governments and more than 100 local private service providers across Virginia.